U.S. Department of Housing and Urban Development

**Departmental Policies and Procedures
for Use of Social Media Sites
by HUD Offices and Staff**

I. Introduction

A. Purpose. The purpose of this document is to communicate Departmental policies regarding the use of social media (Social Media) sites and establish processes for authorization and use of Social Media sites by staff and offices.

B. Scope. The policies and procedures contained within this document apply to all HUD offices and staff. These policies and procedures also apply to all other persons, including contractor personnel, who are granted the use of HUD's internet/intranet infrastructure, regardless of where these persons are located.

C. Definitions. Social Media, New Media, and "Web 2.0" are umbrella terms that define the various activities and websites (both internal and external to HUD) that integrate technology, social interaction, and content creation. Social Media use many technologies and forms, such as web feeds, wikis (internal as well as external?), blogs, photo and video-sharing, podcasts, social networking, mashups, and microblogs. The Guidelines for Using Social Media defines each of these in detail and provides standards for use.

D. Roles and Responsibilities

1. **The General Deputy Assistant Secretary for Public Affairs** has overall responsibility and establishes Departmental Policy for the governance and use of Social Media. The General Deputy Assistant Secretary (GDAS) for Public Affairs has the final authority to authorize or deny use of social media technologies in support of HUD's mission and communications strategy.

2. **Program Office Heads/Regional Directors** are responsible for developing and managing a social media program for the use of social media that is consistent with the policies and processes established by the GDAS for Public Affairs. As part of their quarterly web certification, Program Office Head/Regional Directors will review the use of social media under their auspices to ensure their activities remain compliant with policies and social media strategy.

E. Governance

1. The Office of Public Affairs vets requests for accounts on social media sites, drafts changes to these policies, and provides recommendations to the GDAS for Public Affairs who issues final approval.

2. The Office of Public Affairs shall develop and maintain a Social Media Strategy for the Department, and provide oversight for Social Media activities. The Office

will refer public comments believed to be illegal or statements it wishes to remove to OGC for legal review.

3.   The Office of Public Affairs shall create a standard process, which will be published with the Guidebook on Social Media Use, for requesting use of Social Media by offices and staff (other than personal use, which is addressed separately).

F. Social Media Policies

1.   Accounts on Social Media websites may be requested for Office or Functional level activities. No official HUD accounts will be created for individuals except Executive Level Leadership (e.g., Secretary's Blog, Assistant Secretary's Twitter feed, etc.)

2.   Requests for an account on a Social Media website must contain, at a minimum, a justification based on a mission-related need, identification of the staff member who will be responsible for maintaining the account, and will be submitted to the Office of Public Affairs. Specify who may request an account.

3.   All HUD content posted to a non-HUD external website must also exist on HUD's own website. Social Media sites can be used as another distribution point or act as a marketing tool to point our audience to our content. Always ask, "If this site were to go away, can someone still find this content on HUD's websites?"

4.   Disclaimer – HUD will post a disclaimer to inform users/members of the public that they are leaving the official HUD website for the HUD Facebook page. When a users clicks to go on the HUD Facebook page or twitter feed etc., the screen should read "You are exiting the HUD server. You will now access http://www.Facebook.HUD. Statements on the HUD Facebook page/twitter/ are not official HUD policy. For official HUD policy statements, see the official HUD website"

5.   All content must follow all laws, regulations, and executive orders, which include but is not limited to, copyright, trademark, and privacy laws.

6.   Content posted by HUD on a Social Media site must comply with the requirements of Section 508 of the American Rehabilitation Act of 1973.

7.   Guest books, surveys, forms, and any other materials that request information from the public must comply with the intent of the Paperwork Reduction Act (PRA)).

8.   All content, including postings to blogging websites, posted to Social Media websites in an official capacity are immediately in the public domain. No

assertion of copyright protection to content posted on a Social Media site can be claimed.

9. Public comments and postings are constitutionally protected free speech and will remain posted pending legal review. Questions regarding public comments and postings should be directed to the Office of General Counsel Administrative Law Division.

10. Whenever possible, accounts on Social Media sites should be identified by using the Department's full name (U.S. Department of Housing and Urban Development), the Department's Official Seal, and where appropriate, a link to http://www.hud.gov, and/or http://espanol.hud.gov.

11. Behavior and conduct on Social Media sites by offices and staff should comply with the *Standards of Ethical Conduct for Employees of the Executive Branch*. These standards cover prohibited activities such as
    - Engaging in vulgar or abusive language, personal attacks of any kind, or offensive terms targeting individuals or groups.
    - Endorsement of commercial products, services, or entities.
    - Endorsement of political parties, candidates or groups.

12. In addition, the Personnel Law Division has identified potential violations of HUD's Social Media policies and procedures, pursuant to HUD Handbook 0752.02 Rev-03, Table of Offenses and Penalties
    - Offense No. 2, Improper or unauthorized release of Agency information or employee records;
    - Offense No. 4, Making false, malicious or unfounded statements against co-workers, supervisors, subordinates, or Government officials which tend to damage the reputation or undermine the authority of those concerned.
    - Offense No. 5, Use of insulting, abusive or offensive language to or about other employees;
    - Offense No. 6, Threatening behavior;
    - Offense No. 10, Misuse of Government property, records, or information'
    - Offense No. 12, Misuse of official Government credentials;
    - Offense No. 34, Standards of Conduct violations; and
    - Offense No. 42, Criminal, infamous, dishonest, immoral, or notoriously disgraceful conduct or conduct prejudicial to the Federal Government.

13. No personally identifiable information (PII) may be requested or collected from Social Media sites

14. OMB's Official Memorandum on Privacy Guidance for Agency Use of ThirdParty Websites and Applications will be followed. A statement of online privacy should be drafted, posted, and updated periodically to address concerns with cookies, online comments and personal information, children's privacy and the preservation of data by NARA. Please see privacy policies of the White House, http://www.whitehouse.gov/privacy and The Recovery Act, http://www.recovery.gov/Pages/privacypolicy.aspx.

15.

16.   A statement of record retention should be posted. "This is the HUD page on Facebook. Comments posted on and messages received through HUD pages are considered Federal records and shall be archived." Please see NARA's General Records Schedules, in particular Section 20 on electronic records. http://www.archives.gov/records-mgmt/grs/.

17.   All content posted on Social Media sites in an official capacity must be cleared by management level officials of at least the branch chief level in Headquarters and at least the Office Director level in the field. Employees should get prior approval from their supervisors before drafting material to be posted.

18.   All content of a political or policy nature must be coordinated through the Office of Public Affairs before it is posted.

G. Personal Use of Social Media Sites

1.   Staff may have personal accounts on Social Media sites as long as they do not represent that they speak for the Department. A best practice is to not be identified as a HUD employee. However, there are times when this is not possible or practical. In those cases, extra caution is warranted to ensure your comments are not taken as speaking for the Department.

2.   Never use or reference your position with the Department when writing or posting in a personal capacity. If you are easily identified as a HUD employee, you may want to consider a disclaimer on your personal social media sites (blogs, facebook pages, etc) such as:

   The posts on this site, including but not limited to images, links, and comments left by readers, are my own and don't necessarily represent the Department of Housing and Urban Development.

3.   Be aware that your activities on HUD's Social Media and other web sites may be restricted by law. For example, activities and comments of a political nature are governed by the Hatch Act, whether you are posting in an official or personal capacity on HUD's Social Media and other websites. An employee who blogs on his or her personal social media site is not restricted by HUD or the Hatch Act, provided the employee does not identify himself or herself as a HUD employee.

4.   Contractors and others who have relationships with HUD need to exercise special caution that their activities on Social Media sites could not be misinterpreted as representing the Department. When signing up for a personal account on one of these sites, Department email addresses should be avoided, and all caution should be taken to ensure that there is no appearance of that their postings, behavior, or actions reflect negatively on the Department or its activities.

II. **Guidelines for Using Social Media**

   A. Definitions
1. Social Media, New Media, and "Web 2.0" are umbrella terms that define the various activities and websites (both internal and external to HUD) that integrate technology, social interaction, and content creation.

2. Blogs and Forums— A Blog is a web-based log or journal with regular entries of commentary, descriptions of events, or other materials where the blog host posts material on the website, and optionally, others may provide comments. Blogs may be moderated by the host who may or may not allow material to be posted. Forums are like blogs, but outside (non-Agency) participants are welcome to initiate topics, pose questions, and respond to other posts. Bloggers and forum participants should be aware the site is monitored and they should comply with all applicable laws as well as topic restrictions.

3. Mash-up—is a web application that combines data and/or functionality from multiple sources.

4. Podcast—is a digital media file distributed over the Internet using syndication feeds for playback on portable media players and computers." They are frequently used to send out frequently updated audio and/or video.

5. RSS Feed short for "really simple syndication," RSS is a family of web feed formats used to publish frequently updated works—such as blog entries, eLists (a.k.a. listservs), news headlines, audio, and video—in a standardized format. RSS feeds instantly notify subscribers of the availability of content and provide links to such content.

6. Social Networking Service—are tools used to connect people who share the same interests and/or activities, or who are interested in exploring the interests and activities of others. Social Networking Services are internet based and provide a variety of ways for users to interact.

7. Wiki—a web application for collaborative development of documents such as policies and presentations.

   B. General Guidelines

1. Be authentic, honest and conversational in your posts. Leave the government-speak in the office. Write in plain language. Ask yourself "would my mom, sister, brother, next door neighbor, understand this?"
2. Use good judgment about content and be careful not to include confidential or private information.

3. Every effort should be made to respond to questions posted on Social Media sites within a reasonable time (in most cases, 48 hours).

4. Listen to people and respond to as many comments as possible with constructive feedback. Allow negative comments (delete the spam) - the key to managing comments is to respond rather than censor. Avoid getting defensive and ignore the trolls where appropriate. A troll is defined (source: Wikipedia) as someone who posts inflammatory, extraneous, or off-topic messages in an online community, such as an online discussion forum, chat room, or blog, with the primary intent of provoking other users into a desired emotional response or otherwise disrupting normal on topic discussion.

III. Blogging and Forum Participation Policy at HUD

A. General Description. In order to engage the public and help accomplish HUD's mission of increasing homeownership, support community development and increase access to affordable housing free from discrimination, HUD employees upon obtaining the approval of supervisors and the Office of Public Affairs may write blog entries on a blog maintained by HUD/the official HUD blog about personal experiences related to their work (this sentence should be clarified) and will respond to forum posts as appropriate.

HQ Public Affairs will:
- Maintain the official HUD blog/s
- Review each post. This will be primarily for policy and legal issues. In order to ensure that messaging is consistent with the Department's priorities and mission, the Office of public Affairs may edit or disapprove blog posts.
- If necessary, coordinate review with the Office of General Counsel for legal issues.
- Upload posts to HUD.gov
- Post new blog entries on HUD's Facebook and Twitter pages. Comments via these sites will be monitored.

Approval by Field Management. Bloggers in HUD's field offices will ensure their blog posts are approved by their supervisor, field office directors, regional directors, and respective regional public affairs officer. When sending your blog post to HQ Public Affairs, please ensure your regional public affairs officer is courtesy copied in the email.

Government Blogging Examples. If you have never blogged before, it may help you to read a few blog entries. See Attachment 1 for a sample post. In addition to HUD's blog, you may also visit USA.gov for a large list of government blogs: http://www.usa.gov/Topics/Reference_Shelf/News/blog.shtml

B. Writing Blog and Forum Posts. Blogging and forum participation offer ways for us to educate the public and accomplish HUD's mission; it's not like a personal blog, which is simply a place for you to express your opinions about whatever grabs your interest. Like a personal blog, however, the tone is personal, images liven things up and add another way of delivering information, and short biographies help readers get to know the writers. As a reminder, statements must be in compliance with the Standards of Conduct and the Hatch Act.

For each post, consider the following questions:
- What is the nature of the problem you are working on?
- How do your personal experiences at work relate to the problem?
- What are you doing to come up with a solution? What are the benefits to the reader? Why should the reader care?
- What progress has already been made?

You should:

- **Write at least 200-400 words** for each entry

- **No ghostwriters**Write your own posts.
- **Submit or suggest at least one image, graphic, video, or other non-text item to include in your post**. HQ Public Affairs can help you find appropriate materials if necessary, and will ensure that posts are accessible to people with disabilities.
- **Use personal experiences and perspectives to engage the reader**. Sharing your own interests and background lets readers see you as someone with issues and concerns similar to theirs, connecting them to HUD's mission.
- **Write expressively about how you personally are involved with HUD's efforts**. Don't focus on your job title or position, but rather share stories of your work. Help people understand why HUD's efforts matter.
- **Write in an informal, personal tone**. Think party conversation, not news release or fact sheet. If you want, HQ Public Affairs can help you work on this.
- Make a statement and invite comments. This helps to foster a more open exchange of information and dialogue. Some examples you might use are "What do you think?" or "Tell me your thoughts."
- **Create a title for each post**.
- **Include at least one Web address on HUD's site** where the reader can go for more information about your topic. More links are better. You may also use links from other .Gov websites.

You should not:

- Simply repeat HUD Web content or use your entry as a new HUD web page.
- Announce program activities or opportunities unless you are coordinating with a news release or other mechanism.
- Overwhelm the reader with facts and figures. Keep it simple and link to more details.
- Violate the cautionary areas discussed below.

Cautionary Areas

HUD blog and forum content is considered part of the, public domain. Therefore, use only images that are also public domain. Photographs and video taken by HUD staff as part of their jobs meet this requirement. If you have questions about copyright, please contact HQ Public Affairs.

HUD blogging and forum participation is a privilege, not a right. Because of federal and legal responsibilities, HUD management reserves the right to review blog and forum content or to revoke anyone's participation. However, the content of any one blog post will generally be reviewed in whole to keep or remove, not edited piecemeal beyond grammar and spelling.

Blog postings must not violate any federal laws. For example, they may not:

- reveal information about ongoing investigations
- discuss deliberative materials

- violate the regulatory process
- circumvent FOIA or other "process"
- violate privacy or copyright laws
- violate other legal issues that may apply

Blog entries must not contradict or encourage misuse of HUD directions, guidance or other official information.

Bloggers will not recommend or criticize specific companies, brands or products with personal opinions. Government facts about recalls, data, etc. are fine to use. Consider citing or linking to the source if it could be questioned.

Bloggers will not give specific advice (e.g. medical, financial) unless citing previously published government material.

To Submit Your Posts and For Further Information. Other questions or concerns you may have – please contact the HQ Office of Public Affairs: April A. Brown, 202-402-2107, april.a.brown@hud.gov

Attachment 1 – Sample Blog Post

January 13, 2010
When Your Heater Goes Out
Helen Savoye Minor

Are you one of those people who love the snow? I love to watch it fall.

The Washington D.C. area recently had a record snowfall of almost two feet. Unfortunately, the night the snow fell was the night our heater went out. We called for an emergency service technician, but because the snow was so bad, and so deep, there was no way anyone could get to us. We were upset to say the least. But, we were also lucky. A fireplace kept us warm until help could get to us.

Now, I would love to be able to tell you that I was a brave trooper through the whole thing, but I'd be lying if I did. The whole experience got me wondering. What if we weren't so lucky?

On a single night in January 2008, there were 664,414 sheltered and unsheltered homeless persons nationwide. Nearly 6 in 10 people who were homeless at a single point-in-time were in emergency shelters or transitional housing programs, while 42 percent were unsheltered on the "street" or in other places not meant for human habitation.

When our heat went out we still had a roof over our heads, means to keep warm,

and food to eat. We knew we could keep our child warm and safe. Like I stated, we were lucky. That didn't stop us from worrying and stressing out, though. I can't imagine the worry and stress the homeless experience on a daily basis; I don't know what goes through their minds during a struggle so much worse than ours.

The good news is that there is help available. HUD, along with many other federal agencies, *funds programs to help the homeless*. These programs are managed by local organizations that provide a range of services, including shelter, food, counseling, and jobs skills programs. HUD also has its own *homeless assistance programs* including ones specifically for homeless people with disabilities and for veterans. HUD Secretary, Shaun Donovan, chairs the *Interagency Council on Homelessness*. The council is tasked with coordinating the Federal response to homelessness and with creating a national partnership at every level of government as well as the private sector to reduce and end homelessness in the nation.

In 48 hours, my family had a brand new heater and a toasty warm house. We have decent shelter. HUD is working towards that same goal for every homeless person.

Attachment 2: Checklist for blog entry submission

These are the things HQ Public Affairs needs to complete and post your entry. Please be sure to provide each item to ensure timely posting of your entry.

_____ Provide a 2-sentence biography. Mention what you do and when you joined HUD. If you work in a regional or field office, mention the city, not the region number.

_____ Ensure your entry is in Word for our records

_____ Make sure entries are at least between 200 to 400 words

_____ Ensure your immediate supervisor and regional public affairs officer has reviewed your post for-policy concerns to be sure you're not violating procedural requirements. Regional OCC staff and headquarters staff will review the post for legal concerns.

_____ Ensure your blog has a title

_____ Provide at least one image in gif or jpg format to along with your blog

_____ Attach each image as a separate file when you send your entries to OPA. Do not embed images in emails or in the word document.

_____ If the position of the image is critical, please let HQ Public Affairs know when sending your blog. You may either add text indicating where to put them or insert them as images in the Word file (but also email them as separate attachments either way).

_____ Verify that all images must be free of copyright issues: public domain, you own the copyright, or you have a license to use them. In general, don't download images off the Internet.

C. Social Media Agreements

1. Content Guidelines: The type of short video clips produced for HUD's website and video sharing sites are intended to be organically (??) generated and produced by employees using inexpensive portable camera equipment and video editing software. It is recommended that a media production specialist be part of any video production, if possible to ensure quality. However, clips are not intended to be formal or professional productions. Be creative in developing content, but keep these points in mind:
   - Children: Children must not be videotaped without their parent's written permission.

   - Diversity: Individual videos and HUD videos as a collective should strive for gender and racial diversity.

   - Copyright: Video content should follow the same guidelines as print or graphics. All content on HUD's website or posted on HUD's video sharing channels are in the public domain. Web Managers posting copyrighted video must obtain permissions from the owner.

   - Implied Endorsement: Be careful about implied endorsement/product placement. When shooting your video, be aware of products or signs that may be in view. (For example, when shooting someone at their desk, it is probably not appropriate to have a can of Coca-cola visible in the shot. Or when shooting video of a home for sale, be on the lookout for the "Century 21" sign in the front yard.)

2. The Vetting Process: The vetting process ensures consistency and collaboration across program areas. When considering a video:
   - Contact your office/regional web manager as the first point of contact to initiate video content for the web.

   - The web manager should forward ideas to the Office of Public Affairs.

- The Office of Public Affairs will approve video content to ensure HUD is producing videos of high technical and content quality.

- Final video must be approved by the Office of Public Affairs, policy experts, and the Assistant Secretary for the program area(s) responsible for the content.

3. <u>Posting policy</u>: Only designated staff may post video to HUD's website and to video sharing websites.

   - All video that is posted on a video sharing site must also be posted on the HUD website with captions.

   - Employees may not independently create or post video on behalf of HUD.

4. <u>Accessibility/Section 508 compliance</u>: Federal law requires that web content be accessible to people with disabilities. Our site will be fully compliant with § 508 of the Rehabilitation Act. Videos must be made accessible, and this can happen in several ways:
   - YouTube currently provides a mechanism for adding captions to videos posted on their site. Videos that HUD posts on YouTube should use that captioning tool. Spanish translations for the captioning will be made available by sending a request to TranslationRequest@hud.gov.

   - A video posted on a video sharing site can have a link in the description box back to the video with captions posted on HUD's website.

   - A text transcript can be provided.

   - Reference to video descriptions or other technology to accommodate individuals who are blind or visually impaired.

D. Social Networking Sites (Facebook, Myspace, LinkedIn, Plaxo)

- Housing and Urban Development
- Policy Development and Research
- HUD User

Third-party applications on Facebook that require sharing of data shall be cleared with the Office of the Chief Information Officer before being added to a Departmental Facebook page.
disclaimer

E. Blogging/Microblogging Sites (Twitter, Blogger)

There are currently four Twitter feeds for the Department:

- HUDnews
- HUDFHA
- HUDUSERnews
- HUDFOC (Field Operations Center in Albany, NY)

1. Twitter is a microblogging website that allows for posts of up to 140 characters in length to be uploaded and read online or through instant messaging or mobile devices via text messaging. Twitter can be used for announcements, to post news, to post special events such as holiday hours, new products, updated resources, reminders, instructions, or to post answers to frequent questions.

2. Twitter feeds will have a defined and unique purpose/topic:

   a. HUDnews
   b. HUDFHA
   c. HUDFOC (Field Operations Center in Albany, NY)
   d. HUDUSERnews

3. All HUD Twitter feeds will begin with "HUD" in their name (e.g., HUDnews, HUDgov, and HUDFHA).

4. Twitter feeds are to be set up to "follow" HUDnews feeds at a minimum.

5. Remember Twitter is informal and conversational. There is no expectation of correct spelling/punctuation and abbreviations are common due to the 140 character limit.
6. Twitter feeds need to be monitored and managed routinely. Be certain you have the time to manage a Twitter feed before requesting one be set up.

F. Photo Sharing Sites

There is currently one HUD Flickr Account: **HUD_OPA**

1. Photos and other graphical images placed on a photo sharing site must also be available on HUD's website.

2. HUD's websites cannot embed or otherwise call a photo placed on a photo sharing website. Links to images must be contained within the HUD website.

3. Photos and other graphical images created by HUD staff are not eligible for copyright protection. All images should be tagged as being in the Public Domain, or if not possible, with the least restrictive status possible. (E.g., on Flickr, which uses the Creative Commons licensing schema, images should be set as Attribution with no other restrictions.)

G. Wiki Sites

There is currently one HUD Wiki Account: H**UD.gov/wiki**

- HUD retains the right to remove from the wiki any submission from the public which OGC considers to be illegal. HUD is committed to complying with the Free Speech Clause of the First Amendment, to protecting the rights of its employees, and to preserving the it's social media sites as effective arenas for public discussion and comment.

    o Submission of any personally identifiable information, which may include, but not limited to, social security numbers, financial and medical information, etc.

    o Harassing, abusive or, threatening messages will be referred to OGC. Cyberbulling, online threats, stalking, and harassment of HUD employees are crimes and can be prosecuted. The intentional infliction of emotional distress is a tort and a civil suit may be filed if comments warrant.

    o Use of obscene language or fighting words Obscenity is determined by a three part test and questionable postings will be referred to OGC. Fighting words are epithets or abusive language that provoke an immediate physical reaction or incite violence. Expressions believed to be "fighting words" or obscene will be referred to OGC to determine if they may be removed. Online defamation is libel, and HUD employees can file suit if they so desire. Defamatory or slanderous statements will be referred to OGC rather than immediately removed.

    o . Hate speech is constitutionally protected and must remain posted. Fighting words which threaten an imminent hate crime or postings that amount to online harassment on the basis of racial group or gender may be considered a hate crime. Any such questionable postings will be referred to OGC.

    o Sexually explicit material and other material that would violate the law if published on the HUD wiki.

    o Intentionally or unintentionally performing or promoting any services or products; transmitting or linking to any unsolicited advertising, promotional materials, or any other forms of solicitation or commercial content.
    o Discriminatory housing statements that violate the Fair Housing Act will be removed. Statements believed to violate the Act will be referred to FHEO.

- o Embedded media, such as videos or photos (but hyperlinks to such (appropriate) media are OK).
- o Spam or undecipherable language (gratuitous links will be viewed as spam) or similar interruptions or repeated statements that render discussion blogs or boards unusable may be removed.

## H.   Wiki Editing Guide

Creating a New Page/Topic

1. Open any page (Click All Pages > Click a page)
2. Once the page has loaded, go to the address bar and replace the page name with the name of the new page you want to create
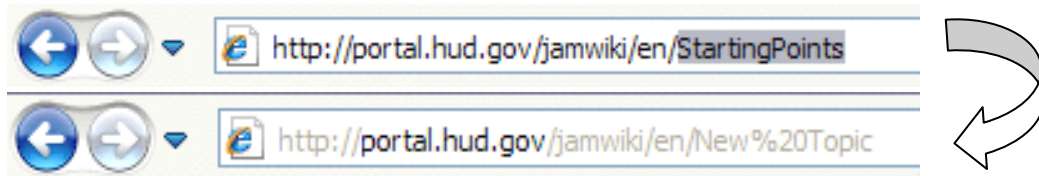
3. Click 'Go' on your browser
4. A page displays stating, "The topic "New Topic" does not currently exist. To create it please follow the link: New Topic."

   ***Note**: The Name you place in the address bar will be the name of your new page!*
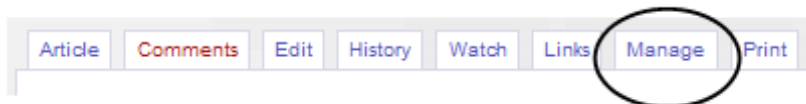
5. Click the link at the end of the message
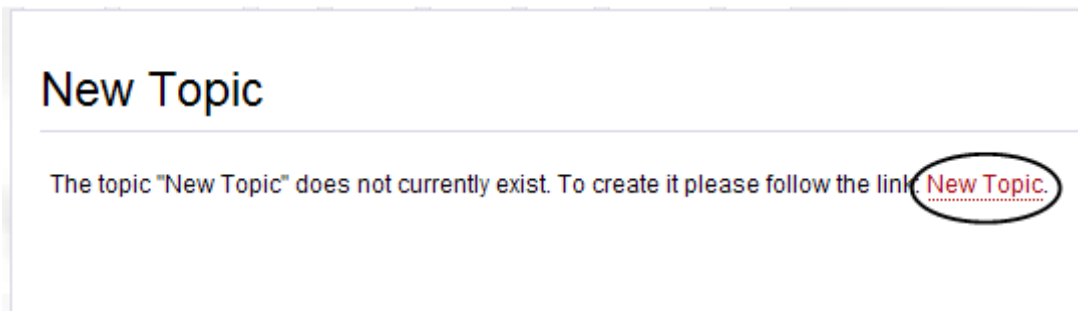
6. The new page has been created

Delete a page/topic

1. Log into the wiki as an Administrator
2. Click the "Manage Tab" at the top

3. Enter a reason for deletion and click delete

Delete TestPage

WARNING: Deleting an article or image removes it from the system. Please confirm that you intend to delete this ite

Reason for deletion: This program is not longer active. LBJ

[Delete]

4. You will receive a success message when the page has been deleted

Topic TestPage updated successfully.

Un-Delete TestPage

Reason for un-deletion:

[Un-Delete]

Note there is also an option to Un-Delete a page.

Adding/Editing Text on a Page

1. In your web browser, go to the page you want to edit
2. Click the 'Edit' tab on the upper menu to begin editing the page
3. Type plain text and wiki code into the text area

Editing StartingPoints

Editing Controls


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<div style="text-align:center;font-weight:bold;color:green;font-s
Development Wiki</div>


HUD is continuing its efforts to become more transparent and acce
To foster interaction, the Department's HUD wiki provides an oppo
[http://portal.hud.gov/portal/page/portal/HUD/documents/advance_r
description] of the
Office of Sustainable Housing and Communities future grant progra
wiki.
We look forward to receiving your comments and suggestions.


[http://portal.hud.gov/portal/page/portal/HUD/documents/advance_r
Advance Notice and Request for Comments - Sustainable Communities

HUD Press Release - [http://portal.hud.gov/portal/page/portal/HUI
TOP OBAMA ADMINISTRATION OFFICIALS TO PROMOTE SUSTAINABLE COMMUNI


===How to Use the HUD wiki===
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Go to the developer's website to code examples:
http://jamwiki.org/wiki/en/Wiki_Syntax#Basic_text_formatting

4. Click Save when you are finished.

Basic Syntax (please click "Edit" on the Terms of Participation" page to see code examples) *** You must be logged in as an Administrator to edit this page ***

Setting a Page to Read-Only (for all users except Administrators)

1. Click the "Manage" tab on the upper menu
2. Select "**Admin-Only**"

Permissions

Read-Only:	☐
Admin-Only:	☐
	Update

3. Click "Update"

Setting a Page to Read-Only (for all users)

1. Click the "Manage" tab on the upper menu
2. Select "**Read-Only**"

Permissions

Read-Only:	☐
Admin-Only:	☐
	Update

3. Click "Update"

I. E-readers and Google Books

E-readers are electronic devices on which content such as books and articles can be read in digital form. Amazon KINDLE, Sony Reader and iPad are examples of e-readers.

By making content (such as handbooks or manuals) available on e-readers, the Department has the opportunity to expand its outreach to the public and increase awareness of its mission.

As an example, Amazon's KINDLE allows users to create an account, upload content and images, tag content with relevant search keywords and phrases via its self-publishing dashboard. Amazon then reviews the content, a process which usually takes one to three days, and once the content is approved Amazon then publishes the content, making it accessible to KINDLE users.

Like e-readers, Google Books makes content available in digital form via a Web browser. Google Books is another outreach vehicle which the Department can use to better reach and communicate with the public.

Prior to publishing content in e-reader format on devices such as KINDLE or in Google Books, the Department would have to enter into a third-party service agreement.

Once the Department enters into a service agreement, the Department will determine how best to use digital publishing to reach a larger audience. The Department will then issue usage guidelines.

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